




# HOW TO READ YOUR NEW SFPUC BILL...

- 1 This section provides a summary of the SFPUC payment remittance address, website and Customer Services phone number for customer inquiries and billing information.
- 2 **NEW Customer Messages** are now more prominently displayed. Check here to learn about SFPUC rebate programs, water conservation tips, community meeting dates and important bill inserts. Billing messages related to water and wastewater charges included in the bill may be printed in this section as well.
- 3 **NEW** As a new service to our customers, the **Compare Your Water Consumption** section provides a graphic chart of your bi-monthly water use for the past year. Here you will also find a consumption history which allows you to see how many gallons of water you have used during the current billing period compared to the same billing period the previous year. Use these tools to monitor your household water use. It will help you to conserve water as well as save money.
- 4 The SFPUC bill is divided into two parts. The bottom portion is your payment remittance stub. Please detach this portion and return the stub with your payment for the amount due by the due date to receive proper credit.



**SAN FRANCISCO PUBLIC UTILITIES COMMISSION**

**Payment Remittance Address**  
P.O. Box 7369  
San Francisco, CA 94120-7369

**Website Address**  
sfwater.org

**Questions?**  
Please call us at 415-551-3000

**Bill Date:** September 14, 2005  
**Bill Type:** Regular Bill  
**Service Period:** 7/12/05 to 9/12/05  
**Account Number:** 123456-78-9  
**Service Address:** 1155 MARKET ST  
**Customer Name:** MARY MASON

**Account Information**  
Standard Service  
Residential Single Family  
90% Wastewater Flow Factor

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**Important Message!**  
This bill is calculated based on the new water and wastewater rates adopted by the Public Utilities Commission effective with the meter reads occurring on or after July 1, 2005. Please see the enclosed bill insert for more information.

**Learn to Conserve**  
You can help the environment and save money too! Just follow these simple tips and watch your water bill shrink:

- Install low-flush toilets
- Install low-flow shower heads
- Use drip irrigations systems for lawns and gardens

**Summary of Charges**

Previous Balance	84.47
7/25/05 Payment - Thank You	84.47
Past Due Balance	0
Current Charges - See Below	92.72
<b>Total Current Charges</b>	<b>92.72</b>

**Total Amount Due** **\$92.72**

**Payment Due Date** **9/29/05**

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**Calculation of Current Charges**

<b>Water Charges</b>		
Water Service Charge	9.20	33.14
Water Consumption Charge	14 units @ 1.71 = 23.94	
<b>Wastewater Collection and Treatment</b>		59.58
Total Discharge	12.60 units (14 units X 90% Flow Factor)	
Wastewater Service Charge	6.00 units @ 2.54 = 15.24 4.00 units @ 6.36 = 25.44 2.60 units @ 7.27 = 18.90	
<b>Current Charges</b>		<b>\$92.72</b>

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**Meter Readings** July 12, 2005 to September 12, 2005

Meter Number	Meter Size	Previous Reading	Current Reading	Consumption
3715683	5/8"	471	485	14
Total Consumption in units of water:				14
Total Consumption in gallons of water:				10472

Next scheduled meter reading on or about November 14, 2005

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**SAN FRANCISCO PUBLIC UTILITIES COMMISSION**

Account Number: 123456-78-9  
Service Address: 1155 MARKET ST

Please check here if you have comments on the reverse side.

**Total Amount Due: \$92.72**

**Due Date: September 29, 2005**

Enter Payment Amount: \$ \_\_\_\_\_

Make checks payable to:

SFPUC -- WATER  
P O BOX 7369  
SAN FRANCISCO CA 94120-7369

123456789 000009272

- 5 The **Account Information** lists your account number, service address, the bill date and type of bill, and the service period for which the meter reading was based. This section also indicates the customer class for this account (i.e. Residential Single-Family, Residential Multi-Family or Non-Residential) and the assigned flow factor used to calculate wastewater service.
- 6 The **Summary of Charges** includes information on your previous balance, payments received, billing adjustments, other service fees such as late payment fees, current charges and the due date for your total account balance. If a lien has been placed because of overdue charges, the lien amount(s) will not be included in this total.
- 7 **NEW** The **Calculation of Current Charges** provides detailed information on how your water and wastewater service charges were calculated during the service period. Billing for sewer service is now calculated under the term Wastewater Collection and Treatment. For descriptions of service charges see the "Definition of Charges and Terms" section on the back of your bill.  
*Note: For residential customers, wastewater charges are calculated based on the new three block conservation rate structure for wastewater service, effective with meter readings on July 1, 2005.*
- 8 **NEW** The **Meter Readings** portion of your bill provides comprehensive information on your meter type and water consumption for both the previous meter reading and current service period. As a new service we now provide the estimated date of your next meter reading.